

WEST**Search Results - Record(s) 1 through 2 of 2 returned.**

1. Document ID: US RE37431 E

L1: Entry 1 of 2

File: USPT

Oct 30, 2001

US-PAT-NO: RE37431

DOCUMENT-IDENTIFIER: US RE37431 E

** See image for Certificate of Correction **

TITLE: Intelligent help system

DATE-ISSUED: October 30, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lanier; Charles D.	Southlake	TX		
Wolf; Richard J.	Crowley	TX		
Villegas; Leticia	Phoenix	AZ		

US-CL-CURRENT: 706/58; 345/707, 706/11

ABSTRACT:

An intelligent help system which processes information specific to a user and a system state is described. The system incorporates a monitoring device to determine which events to store as data in an historical queue. These data, as well as non-historical data (e.g. system state), are stored in a knowledge base. An inference engine tests rules against the knowledge base data, thereby providing a help tag. A display engine links the help tag with an appropriate solution tag to provide help text for display.

34 Claims, 14 Drawing figures

Exemplary Claim Number: 26

Number of Drawing Sheets: 14

2. Document ID: US 5103498 A

L1: Entry 2 of 2

File: USPT

Apr 7, 1992

US-PAT-NO: 5103498

DOCUMENT-IDENTIFIER: US 5103498 A

TITLE: Intelligent help system

DATE-ISSUED: April 7, 1992

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lanier; Charles D.	Grapevine	TX		
Wolf; Richard J.	Crowley	TX		
Villegas; Leticia	West Lafayette	IN		

US-CL-CURRENT: 706/58; 706/11, 706/911, 706/927

ABSTRACT:

An intelligent help system which processes information specific to a user and a system state is described. The system incorporates a monitoring device to determine which events to store as data in an historical queue. These data, as well as non-historical data (e.g., system state), are stored in a knowledge base. An inference engine tests rules against the knowledge base data, thereby providing a help tag. A display engine links the help tag with an appropriate solution tag to provide help text for display.

25 Claims, 14 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 14

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